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March 23, 2020

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

RE: Actions in Response to COVID-19
Docket No. 2020-106-A

Dear Ms. Boyd:

By Order No. 2020-228 dated March 18, 2020, issued in the above-referenced docket, the Public Service Commission of South Carolina ("Commission") has encouraged regulated utilities to provide the Commission and the South Carolina Office of Regulatory Staff ("ORS") with information concerning other actions that the utilities find necessary in addressing customer needs during the COVID-19 State of Emergency. The purpose of this letter is to inform the Commission of the most recent action taken by Dominion Energy South Carolina, Inc. ("DESC" or "the Company") in response to COVID-19 for the benefit of its electric and natural gas customers.

As the Commission and ORS well know, DESC is committed to providing reliable electric and natural gas service to its customers 24 hours a day, seven days a week and at present, DESC's electric and natural gas systems are functioning normally. In addition to maintaining reliable electric and natural gas service, the Company is also taking proactive steps to the limit spread of COVID-19. As the Company continues to do its part in the battle against COVID-19, DESC has initiated new measures to ensure that its daily operations function as normal while also protecting health and well-being of its employees. These measures are described below.

Mandatory teleworking for all employees able to do so. To respond aggressively and responsibly to the COVID-19 threat, the Company encouraged its employees who were able to perform their duties away from their normal work locations to work remotely rather than at their normal work locations effective March 16, 2020, through the end of March 2020. On March 20, 2020, the Company modified

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its policy and is now requiring mandatory teleworking for all employees who are able to do so at least through mid-April. Those employees who must report to work in-person will continue to do so.

Ready Reserve Employees. Effective March 20, 2020, DESC instructed certain employees to stay home. These employees will be acting as the Company's "ready reserve" employees who can be called into service on short notice, if needed.

Fitness for Duty. DESC is requiring all its employees to maintain their fitness for duty. Fitness for duty includes not only the usual expectations, but additional expectations during the pandemic: practicing social distancing, handwashing, avoiding crowds, and staying home to the maximum extent possible, leaving only for the most essential errands, such as food, medicine and medical care. The Company is also encouraging its employees' family members to only leave their home for the most essential errands.

Areas of Focus. For those employees who are required to report to their job location in person, the Company's work will be focused on a narrowed set of responsibilities, including essential customer support,¹ maintenance, system reliability and restoration, compliance, and capital projects needed to meet our customer needs. As the Company assesses its capital projects, a priority will be placed on those projects where proper social distancing can be maintained.

The policy decisions referenced-above are being implemented based upon the advice and counsel of health care professionals and government experts, together with the Company's judgment on what is best for DESC's employees and customers.

By copy of this letter, DESC is notifying the South Carolina Office of Regulatory Staff of the Company's actions referenced above.

¹ For emergency services, DESC will continue to provide customer service twenty-fours a day, seven days a week, but beginning March 23, 2020, DESC is reducing its customer call center hours to 8:00 a.m. to 5:00 p.m., Monday – Friday until further notice. A reduction in the customer call center hours will further limit interaction among the Company's employees which is designed to keep its call center employees healthy and able to fully perform their job duties. For non-emergency services, the Company's customers may still contact DESC at any time by visiting the Company's website at www.dominionenergy.com or by using the Company's mobile app on their smartphone device.

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If you have any questions or need additional information, please do not hesitate to contact us.

Very truly yours,



K. Chad Burgess

KCB/kms

cc: Jeffrey M. Nelson, Esquire
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